

W-02250A-14-0028



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ORIGINAL

**Arizona Corporation Commission**  
**Utilities Complaint Form**

<b>Investigator:</b> Carmen Madrid	<b>Phone:</b> <<< REDACTED >>>	<b>Opinion Date:</b> 11/13/2015
<b>Opinion Number:</b> 2015 - 127375	<b>Priority:</b> Respond within 5 business days	
<b>Opinion Codes:</b> Other - ACC Admin. Questions	<b>Closed Date:</b> 11/13/2015 12:27 PM	
<b>First Name:</b> Betty	<b>Last Name:</b> Smith	<b>Account Name:</b> Betty Smith
<b>Address:</b> <<< REDACTED >>>		
<b>City:</b> Sanders	<b>State:</b> AZ	<b>Zip Code:</b> 86512
<b>Company:</b> Arizona Windsong Realty, Inc.		<b>Division:</b> Water
Nancy Miller	<b>Phone:</b> <<< REDACTED >>>	<b>Email:</b> <<< REDACTED >>>

**Nature Of Opinion**

**Docket Number:** W-02250A-14-0028

October 30, 2015

Ms. Betty Smith & Mrs. Shirley P. Begay

Sanders (Apache County), Arizona 86512-0191

Arizona Corporation Commission

1200 West Washington

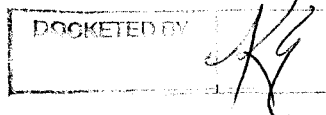
Phoenix, Arizona 85007

RE: Arizona Windsong Water Company Inc.

Arizona Corporation Commission

DOCKETED

NOV 16 2015



AZ CORP COMMISSION  
DOCKET CONTROL

2015 NOV 16 A 9:06

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It has been almost three fourth of a year when we began to voice out our complaint about this water company. The billing company in Tucson was a great help; but now, I hear they are not going to continue after this month. Also, the Arizona Windsong Water Company Inc. only employee "Terry" quit and I'm wondering who is going to be doing all the repairing, up-keeping of the equipment, maintenance, and the water tests? Just last Saturday evening, I was on my way home when I noticed a little lake of water, not inside the residential lot but outside next to the road. Sunday, the owner of the lot was looking over the situation. Monday, the little lake was getting larger. Tuesday, someone was digging, but my guess is the lot's owner, who probably is curious which side of the line is leaking: his water line or the main water line. Wednesday, the lake is still there but this time Mrs. Paulsell and a well-known local maintenance man was looking over the area. Thursday, no lake but we still have no pressure. Even the laundromat was close due to low pressure all this week. So, we are right back where we started from.

There is a development, though. For the past months, results from varies water tests that focus on Park Estates are now a great concern to the people living in Sanders, which was "my" grievance in the very beginning. And, your office should be concern about this for it affects the school children here, the residents that live here who pays taxes and also votes in the Apache County; furthermore, let us not forget the outside visitors that stop by the stores in downtown Sanders. It is not enough that we are struggling with day-to-day expenses, but this water company is dangling "the water rights document" in front of us and continuing to make us pay for polluted "drinking" water here in this rural area. For years, this company had cheated us (money that was overpaid) and it will probably never going to pay for the countless laws that the company

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Navajo Environmental Protection Agency

Attn: Yolanda Barney/Environmental Program Manager

Public Water Systems Supervision Program